

FIG. 1

APPROVED	O.G. FIG.	
BY	CLASS	SUBCLASS
DRAFTSMAN		

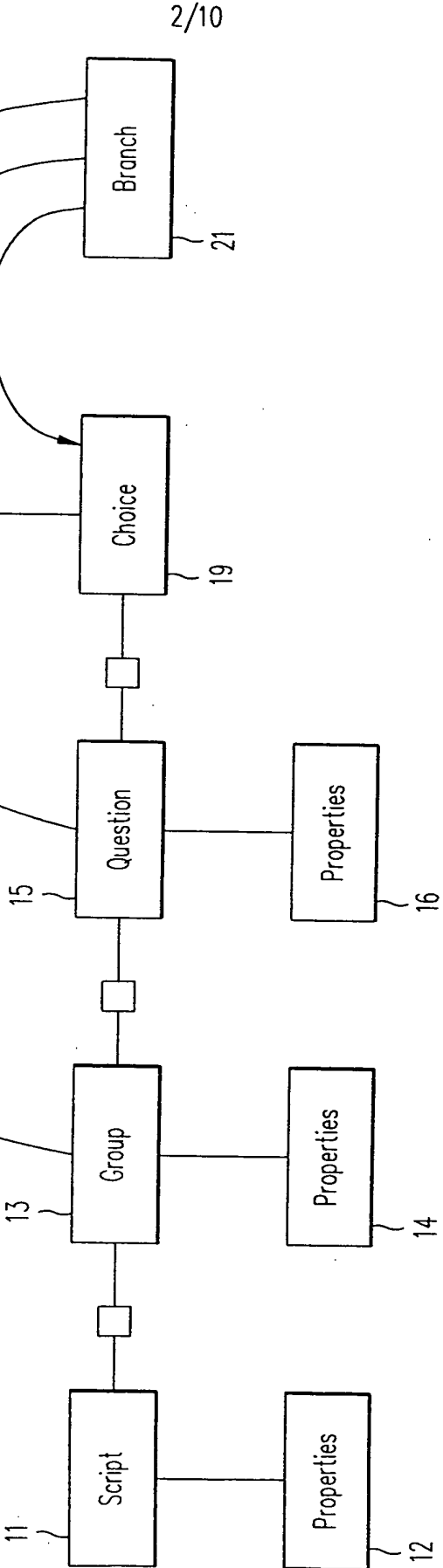


FIG. 2

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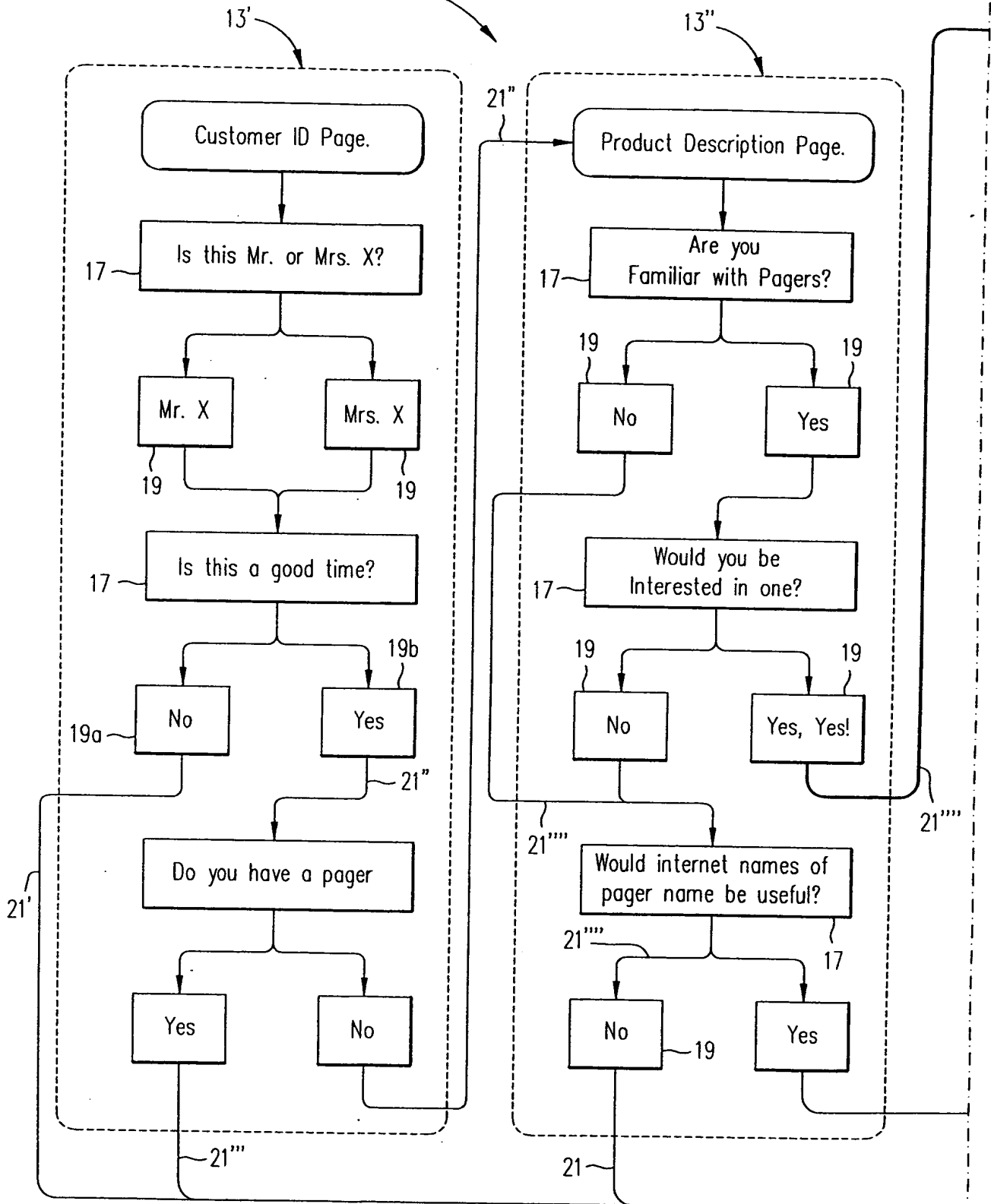


FIG. 3a	FIG. 3b
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Key To
FIG. 3

FIG. 3a

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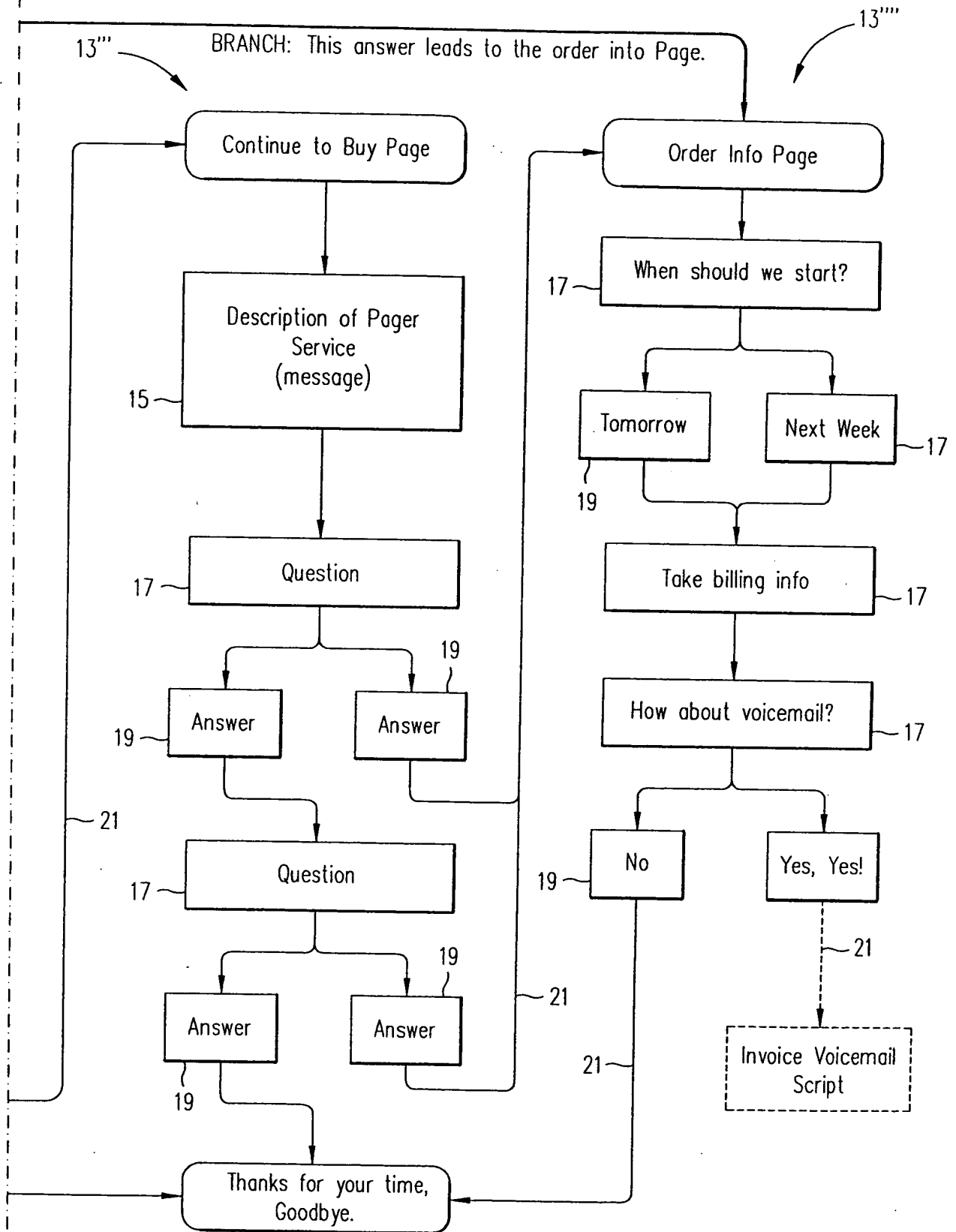


FIG. 3b

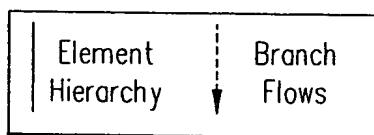
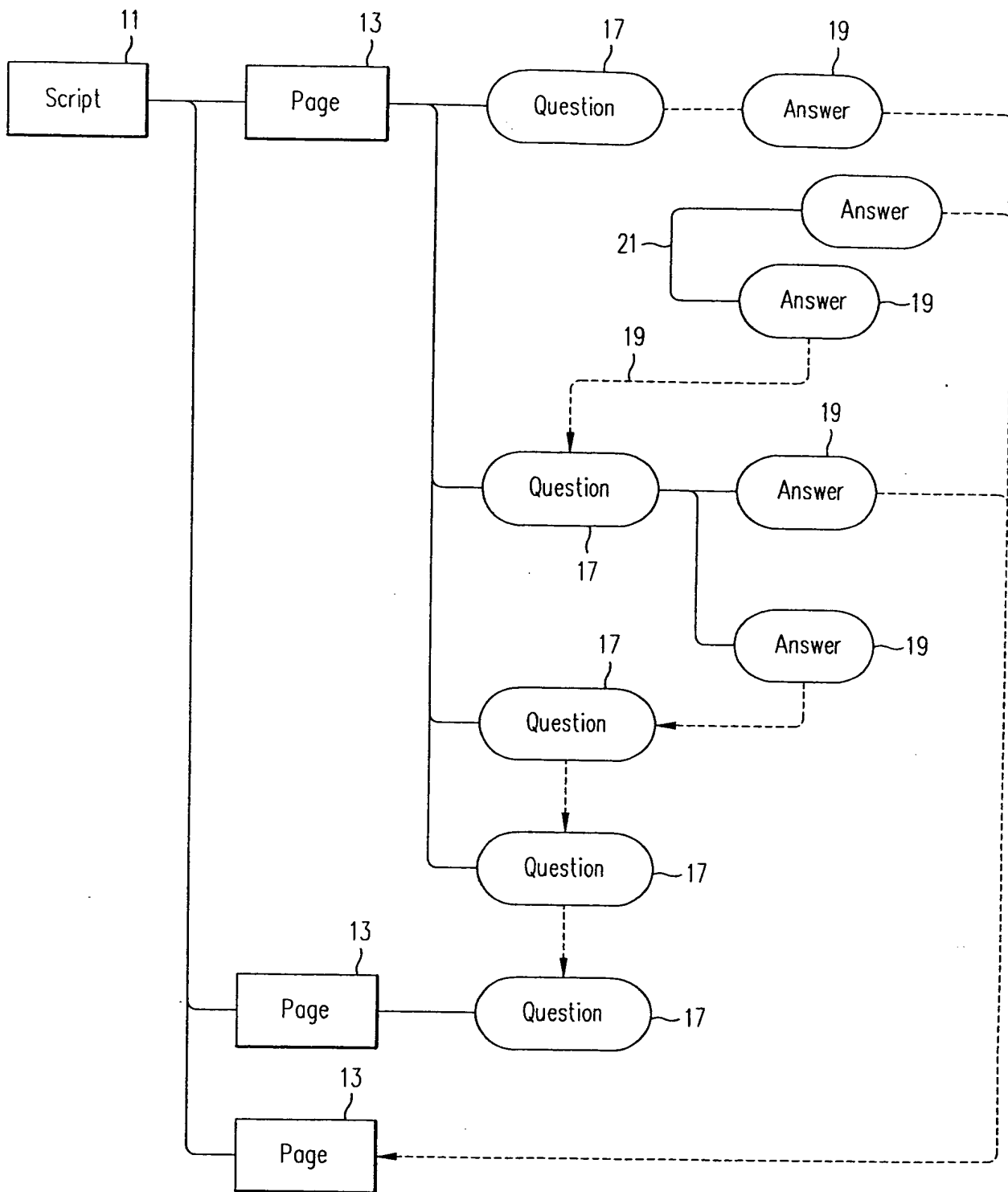


FIG. 4

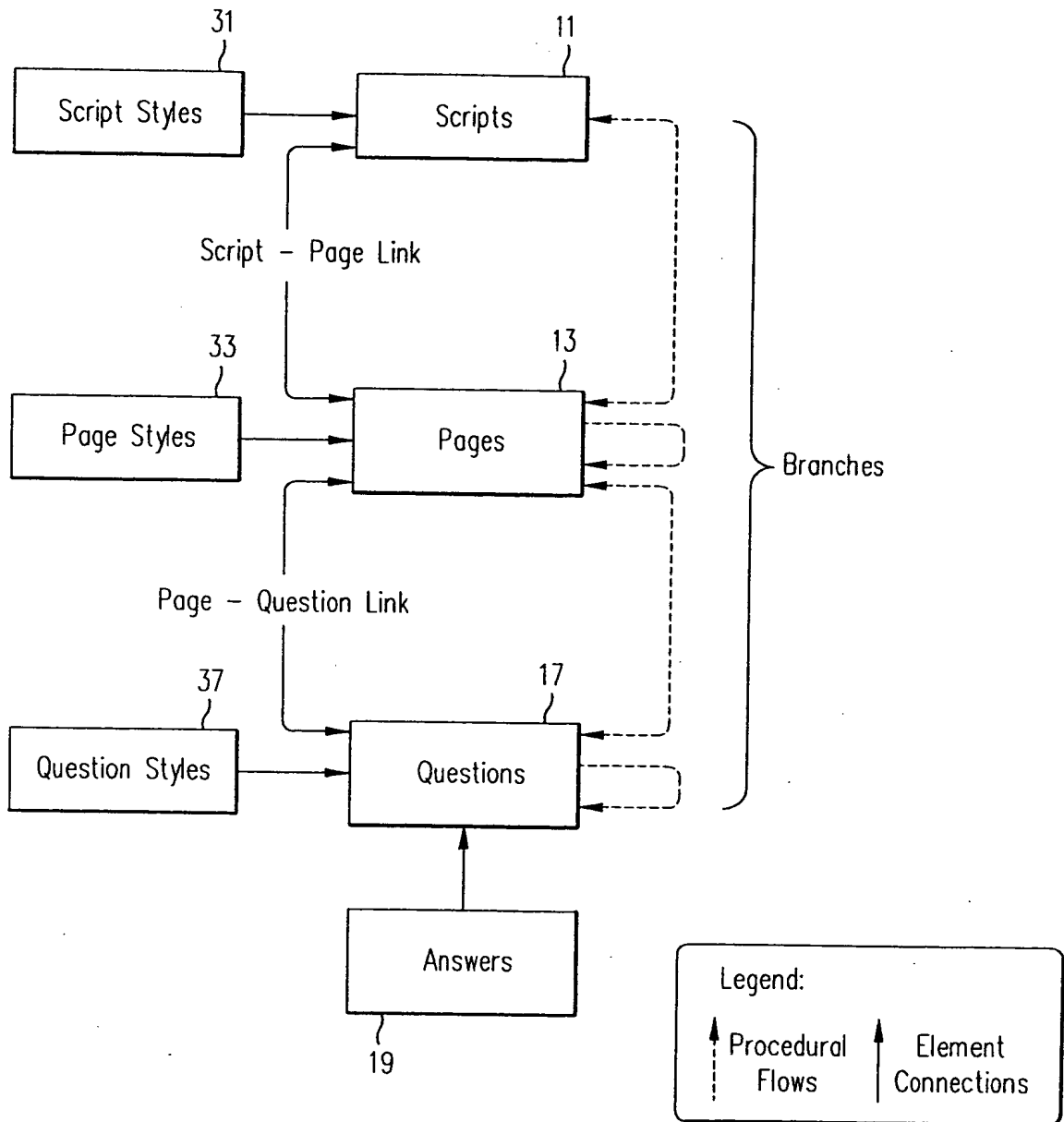


FIG. 5

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First Name
Last Name

Campaign

Service

Script playing area.
15

Thank you for calling Siebel systems. This is Tiffany, how can I help you today?

- o Need license key ~17
- o Need upgrade to Siebel 99 ~17
- Need assistance on new SmartScript ~17

How long have you been working with SmartScript? ~17

1 week

19

Have you read the documentation? ~17

- o Yes
- o No

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FIG. 6

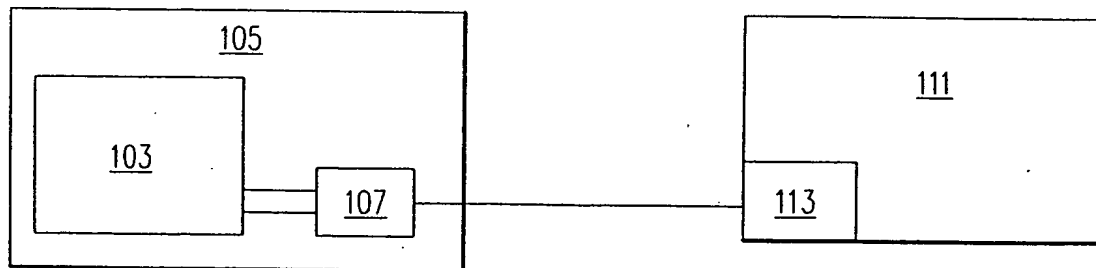
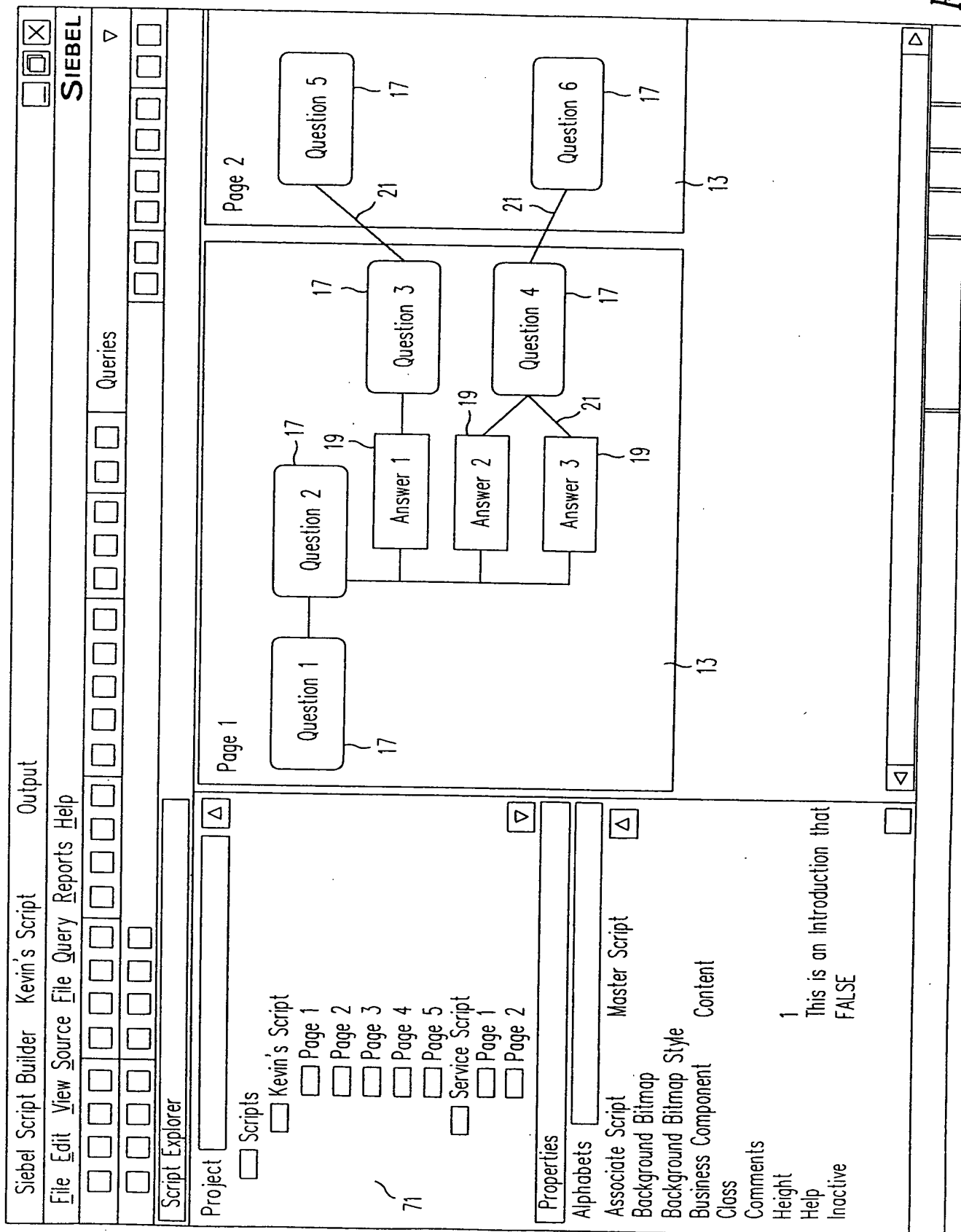


FIG. 10



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FIG. 8

